KM World Companies That Matter in Knowledge Management

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The leading information provider serving the Knowledge, Document and Content Management systems market, KMWorld informs more than 45,000 subscribers about the components and processes - and subsequent success stories – those together offer solutions for improving business performance. KMWorld is a publishing unit of Information Today. Knowledge management refers to the practices and strategies that a company uses in an attempt to create distribute and enable adoption of strategic insights and specific experiences (O'Leary, 2002). This knowledge can be embodied in either individual or organizational practices or processes. Successful business firms and companies have committed hefty investments towards development of internal knowledge management efforts. KMWorld shared its latest picks for the 100 Companies That Matter in Management. To be sure, these aren't the only companies that 'matter,' but these 100 companies have demonstrated an unwavering commitment to their customers by helping to harvest an organization's collective intelligence in order to best serve its entire constituency chain.

 Today we are overwhelmed by the amount of information we receive on a daily basis. The sources may include internet, phones, messages from colleagues around the world, and a variety of other technical means. At the same time, finding necessary information at a time when we need it is not an easy task. Limited time and resources make managing and effective utilization of information and knowledge. The company's knowledge management incorporates important issues as formal apprenticeship, discussion forums, corporate libraries, mentoring programs and professional training. The company also employs specific adaptations of such technologies as expert systems, knowledge bases, group decision support systems, intranets, knowledge repositories and also computer

supported cooperative work. Each year we get a chance to recognize the companies we believe best exemplify the ideals of true knowledge management--the ones whose products and services continue to fundamentally transform the way organizations operate.

We are taking the lead in defining the knowledge management market; we created our first list of 100 Companies That Matter. Everyone involved in the judging process has his or her prejudices, of course, but we set those aside (for the most part) and assembled the list we see here, 100 companies whose products and services best meet the needs of our readership.

Abbyy — Optical character recognition, document capture and language software for both PC and mobile devices.

Accellion — Enterprise-class, secure file sharing solutions for mobile-enabled organizations.

AccessData — Digital investigations and litigation support.

Accusoft — Document, content and imaging solutions.

Acquia — Products, services and technical support for the open source Drupal social publishing system.

Alfresco — Open source enterprise content management system developer for Microsoft Windows and Unix-like operating systems.

Altep — Document management, electronic discovery and litigation support.

AnyDoc Software — Automated document, data capture and classification solutions.

Appian — Business process management software, including solutions for mobile devices, cloud computing and social business.

Apple — Business and consumer software and hardware.

ASG Software Solutions — Professional services and software solutions for management of metadata, applications, operations, content, performance, security, management and infrastructure.

Attensity — Social analytics and engagement solutions.

Attivio — Integration of enterprise search, business intelligence and analytics.

AvePoint — Enterprise-class governance and infrastructure management solutions for SharePoint.

BA Insight — Integrated search technologies and search-based applications that help organizations fully leverage SharePoint and FAST Search across the enterprise and in the cloud.

Bamboo Solutions — Software to help organizations save significant time and money by deploying and managing applications, data and users on SharePoint.

Box- Online file sharing and cloud content management services.

BP Logix — Business process management solutions designed to provide the critical data needed to run businesses.

Brainware — Intelligent data capture and enterprise search solutions.

Bridgeline Digital — Web experience management and interactive technology solutions that help organizations optimize business processes.

Citrix — Virtualization, networking, collaboration and cloud technologies

Clarabridge — Sentiment and text analytics software.

Concept Searching — Software products that deliver conceptual metadata generation, auto-classification and powerful taxonomy management.

Connotate — Web data monitoring and collection for the business user.

Consona — Customer service and support solutions built around an enterprise scale knowledge management platform.

Content Analyst — Search and analytics for unstructured text.

Copyright Clearance Center — Solutions that simplify the licensing of content that lets businesses and academic. Institutions quickly get permission to use copyright-protected materials, while compensating publishers and content creators for the use of their works.

Coveo — Modular and scalable enterprise search platform that indexes information stored in various repositories throughout the enterprise.

Datawatch — Information analytics systems through data extraction from static, but content-rich, sources.

Digital Reef — Software for e-discovery and digital information governance.

eGain — On-premise or cloud software for knowledge-powered, multichannel sales and service.

Ektron — .Net Web content management integrated with marketing optimization and social software.

 EMC — Information infrastructure technology and solutions that enable organizations to transform the way they compete and create value from information.

eTouch — Enterprise consulting services.

Exalead — Search-based application platform for business and government.

Exsys — Software that provides non-programmers a new way to build interactive Web applications.

 FirstRain — Semantic categorization analytics.

FTI Technology — E-discovery software and services.

Google — Technology solutions for search, voice, analytics, documents, geospacial

HiSoftware — Content-aware compliance and security solutions for the monitoring and enforcement of risk management and privacy guidelines across digital environments. applications, etc.

Hivemine — AskMe social business software.

HP/Autonomy, an HP Company — Enterprise infrastructure software designed to help organizations derive meaning and value from information and mitigate the associated risks.

IBM — Complete portfolio of enterprise content technologies and solutions.

iDatix — iSynergy document management solution designed to solve transactional and paper-based problems in accounting, human resources, customer service and operations

IGLOO Software — Social business software.

IntelliResponse — Software platform that allows customers and service agents to ask questions in natural language.

ISYS Search Software — Embedded search and universal information access solutions.

Jive Software — Social networking, collaboration software, community software, and social media monitoring.

JustSystems — Content life cycle solutions.

K2 — Process-driven applications.

KANA — Solutions that unify business process, case and knowledge management for customer service organizations.

Kapow Software — Automated data integration.

kCura — Web-based platform servicing the analysis, review, and production stages of the e-discovery reference model.

KnowledgeLake — Document imaging related products and solutions for SharePoint.

Kofax — Data capture and workflow solutions.

Lucid Imagination — Apache Solr/Lucene open source enterprise search technology.

MarkLogic — Purpose-built database for unstructured information.

Metalogix — Content life cycle management solutions for SharePoint.

Microsoft — Complete software solutions for home and office.

Mindbreeze — Enterprise search, information access and data cognition.

Moxie Software — Enterprise social software for employee and customer engagement.

NavigationArts — Enterprise Web design and development.

NewsGator Technologies — Enterprise social computing solutions with direct integration with SharePoint's collaboration platform.

Noetix — Instant operational reporting and packaged analytics for Oracle applications.

OpenText — Collaborative commerce solutions for e-business that enable users to extend and build BPM, CRM, SCM and ERP applications.

Oracle/Endeca/FatWire — Integrated business software and hardware systems.

Percussion — Web content management and marketing solutions.

Pingar — Solutions to transform unstructured data into business intelligence.

piXlogic — Search engine that automatically analyzes and searches images and video based on their visual content.

Project Performance Corp. — Consulting firm addressing the energy, environment, financial, healthcare and insurance industries.

Qontext — Social collaboration software.

Quest Software — Solutions for application management, database management, Windows management and IT management.

Raytion — Solutions for enterprise search, digital archiving, portals and collaboration.

Recommind — E-discovery, enterprise search and information governance.

Reprints Desk — Solutions for companies to obtain and use scientific, technical and medical literature.

RightAnswers — Knowledge management, self-service and knowledgebase development tools.

Rivet Logic — Solutions for content management, collaboration and community.

RSD — Software for business information delivery, content and records management, and document archiving and retrieval.

SAP — Enterprise software for managing business operations and customer relations.

SAS Text Analytics — Unstructured content solutions using linguistic rules and statistical methods to automatically assess, analyze and act upon the insight buried in electronic text.

SDL — Solutions to deliver a targeted customer experience.

Search Technologies — Search engine implementation and tuning.

Sherpa Software — E-mail management software specifically designed to address archiving, e-discovery, PST management and compliance requirements for Lotus Notes and Microsoft Exchange. environments.

Sitecore — Content management software that integrates with marketing automation, intranet portal, e-commerce, web optimization, social media and campaign management technologies.

Siteworx — Solutions for search, analytics, Web content management and Web strategies.

Smartlogic — Taxonomy management and automatic classification.

Socialtext — Social networking software for micro blogging, blogs, wikis, profiles and social spreadsheets.

SpringCM — Cloud-based enterprise content, document and workflow management.

StoredIQ — Range of integrated solutions for fast response to litigation and investigations.

Symantec — Security, storage and systems management solutions.

Synaptica — Tools to help streamline and automate building and deploying taxonomies.

Telligent — Enterprise social community and work force collaboration software.

TIBCO — Infrastructure software for companies to use on-premise or as part of cloud computing environments.

Traction Software — Social software platform.

Vivisimo — Search and information optimization solutions.

Wall Street Network — Knowledge management for SharePoint.

Workshare — Document collaboration software.

ZL Technologies — Corporate archiving solutions for e-discovery, records management, regulatory compliance, corporate governance, and storage management.

ZyLAB — E-discovery and information management solutions.

Knowledge Management is our singular focus. For over 10 years we have been helping organizations like ours meet and exceed their Knowledge Management goals. From the beginning we have been building and maintaining knowledge; along the way we have implemented best practices and developed our Unified Knowledge Platform to improve support organization. We know that not unlike other technology efforts, a successful Knowledge Management and Self-Service initiative relies on the effectiveness of many things—in this case—technology, content quality, a strongly defined content strategy, workflow, interoperability and a partnering strategy that drives best practices.

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